

# Visitor Experience Team Member

## Candidate Pack



[harewood.org](http://harewood.org)



## **ABOUT HAREWOOD**

Harewood House Trust is an educational charity which engages around 250,000 visitors every year through our three outstanding collections – House, Garden & Art– with a 30-year commitment to contemporary programming that links them. It is one of England's finest 18th century country houses, with a magnificent collection of fine and decorative arts; an accredited museum, with a nationally designated collection, it is also the family seat of the Earl and Countess of Harewood.

As an educational charitable trust, Harewood's key objectives are:

- to preserve for the benefit of the public the House, Gardens and Collections
- to promote the study and appreciation of the arts and sciences
- to provide facilities for recreation.

Alongside the care, conservation and interpretation of the core collection, Harewood runs a series of innovative exhibitions of contemporary as well as historic art. The Trust also has a commercial arm that manages its trading operation including major outdoor events, conferences, corporate functions, fine dining, cafés and other retail and food outlets throughout the site.

The Trust has great ambitions for Harewood's future, as well as celebrating its fascinating past, including working on a masterplan to ensure Harewood's conservation, its longevity and its relevance to audiences today.

Our Masterplan identifies that significant capital investment in the site's buildings, landscape and infrastructure is required to deliver the Trust's strategic objectives, including visitor and income growth and community engagement. We plan to:

- Repurpose and refurbish The Bakehouse, a Grade II listed building adjacent to the car park, to create a Visitor Centre, with visitor facilities and an introduction to Harewood.
- Restore the 18<sup>th</sup> century West Pleasure Gardens between Harewood House and the Courtyard.
- Reimagine the former bird garden by creating new contemporary gardens.

## VISITOR EXPERIENCE TEAM MEMBER

**Responsible to** Assistant Visitor Experience Manager

**Contract** Fixed Term

**Salary** £12.71 per hour

**Hours** 8 - 20 hours per week are available

### JOB SUMMARY

We're looking for passionate and enthusiastic individuals to join our Visitor Experience Team.

The duties of a Visitor Experience Team Member are diverse and varied. One day you could be working in Harewood House, another day you could be working in our visitor reception, our park, chain ferry, stewarding the car park or with training, delivering a guided tour of the House.

Harewood House is an exciting place to work with a busy annual programme and at Christmas, we require additional support to provide excellent customer service.

### DUTIES & RESPONSIBILITIES

#### Visitor Reception

- Provide a warm and friendly welcome to all visitors upon arrival
- Process Member visits and sell admission tickets
- Proactively promote Gift Aid and Membership and achieve sales targets
- Inform visitors of any relevant information regarding their visit
- Welcome and process Group booking

#### Harewood House

- Engage with visitors about Harewood's histories, collections and exhibitions
- Deliver directional and housekeeping information to visitors upon entry
- Assist visitors with access requirements, calling for support when required
- Upsell the House guidebook
- Assist in the House retail space, promoting retail products, processing payments and ensuring displays are tidy.

#### Ferry

- Safely transport visitors across the Lake by operating the Ferry, ensuring that visitors remain seated throughout the short journey.
- Engage with visitors, encourage people to explore other parts of the site and sign up for membership.
- Perform daily maintenance checks and ensure the Ferry is presentable to the public.
- Other duties

**Other duties**

- Enhance the visitor experience by delivering daily talks and guided tours after appropriate training.
- Take pride in your workplace ensuring that all areas are safe and presentable and report any issues to the supervisor/duty manager.
- Provide occasional Harewoods Code of Conduct and People Policies.
- Uphold Harewood's Health & Safety policies and procedures.
- Carry out any other duties as reasonably requested by your line manager.

Please be aware that due to the nature of the job, you will be expected to work in all weather conditions and may be required to work a minimum of one weekend shift a week.

## PERSON SPECIFICATION

E = Essential, D = Desirable

|                                                                                                                             |   |
|-----------------------------------------------------------------------------------------------------------------------------|---|
| Excellent customer service in a public-facing environment                                                                   | E |
| An effective team player who can support others in a busy, often pressured, environment                                     | E |
| Ability to work weekends, bank holidays and event days                                                                      | E |
| Experience of selling products such as admission or event tickets, membership and retail products                           | D |
| Experience with ticketing systems                                                                                           | D |
| Knowledge of gift-aid                                                                                                       | D |
| Good standard of spoken English                                                                                             | E |
| To have a confident, friendly and problem solving attitude                                                                  | E |
| A commitment to equal opportunities                                                                                         | E |
| An understanding of Equality, Diversity and Inclusion and how this relates to accessibility in a public facing environment. | E |
| An interest or appreciation of working of the Arts/Culture/Heritage sector & an interest in working in the charity sector   | D |

## OUR VALUES

Caring – demonstrate quality in your own work, showing support for those around you, respecting audiences and colleagues, showing empathy

Together – showing a commitment to team work, collaboration, belief in an organisation's mission and vision, living brand values

Adventurous – demonstrate energy and zeal in your attitude to work, being proactive, having a curious mind, being confident in your decisions, embracing innovation

Challenging – showing a commitment to high standards with rigour in your own work, learning from every opportunity, proactively questioning to ensure best results



## CONTRACT TERMS & BENEFITS

### Contract

Fixed Term to the 2nd January 2027

### Hours

There are multiple roles available from 8 hours - 20 hours per week.

### Location

Harewood House Trust, Harewood, Leeds, LS17 9LG.

Harewood is 7 miles outside of Leeds and accessible by public transport: [goodjourney.org.uk/attraction/harewood-house/](http://goodjourney.org.uk/attraction/harewood-house/)

### Employee benefits

Discount in onsite cafés + retail outlets;

Access to complimentary passes for other Treasure House of England + Yorkshire's Great, Houses, Castles & Gardens properties;

Free parking.

### Pre-work checks

Evidence of the right to work in the UK & References

## NEXT STEPS & HOW TO APPLY

To apply for the role, go to [www.harewood.org](http://www.harewood.org), complete the application form and email to [Recruitment@harewood.org](mailto:Recruitment@harewood.org)

Ensure that you note the job you are applying for in your email header, 'Visitor Experience Team Member'.

**Closing date: 27th October 2026**

*Please note, we reserve the right to close vacancies early if we receive sufficient applications. If you are interested, we advise you to submit your application as early as possible.*

Thank you for reading this pack. We look forward to hearing from you!



For more information please contact  
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People Manager  
[recruitment@harewood.org](mailto:recruitment@harewood.org)



**HAREWOOD**

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**[harewood.org](http://harewood.org)**